Chair’s Column:

We’re Off to a Running Start!

By Sonia Gavin, LRL Chair 2014-2015
Legislative Information Resources Manager
Legislative Services Division, Montana Legislature

Greetings! The leaves are changing colors, there is a chill in the air, and pumpkins are being carved, so it must be time for the fall Newsline. It has been a busy time so far, getting used to serving as your chair. I would like to thank Sabah for her service as our past chair and for her guidance as I take the lead. The experience of our past chairs is invaluable as a resource for their input and suggestions.

The Summit in Minneapolis was a wonderful event, with a great tour of the Legislative Library. Elizabeth Lincoln and her staff have set the bar high for their excellent library. The staff of the Minnesota Legislature made sure that the entire event was enjoyed by all. Sessions that were sponsored by LRL were well attended and interesting. Articles are included about some of the sessions in this issue.

Sept. 30 found some of us in beautiful Baton Rouge, La. for our 2014 PDS. Frances Thomas, Elizabeth Hecker, and the staff of the libraries put on a great show. The variety of sessions and topics provided something for everyone. Frances arranged for tours of the old State Capitol Building, the Emergency Services Center, and the Louisiana Supreme Court which are historically significant and important places. There are more articles covering our PDS in this exciting issue.

Jennifer Bernier and I attended the NCSL Legislative Staff Coordinating Committee (LSCC) in Reno, Nev. immediately before the PDS. This is the committee that works on behalf of staff interests for NCSL. For more information about it, check out the LSCC website.

The current staff chair, Peggy Piety, has set out various goals for the upcoming year. These include continuing efforts to engage staff in NCSL, build on and strengthen NCSL’s staff programs and services, and find ways to help staff address trends and changes that affect legislatures. The various committees will be working on those goals and any other issues from staff, so let us know if you have a concern or suggestion to improve NCSL for all of us. Some specific topics include improving the institution of the legislature.

We have a webinar in the works for this year. It’s a spin-off from a Summit panel of legislators who related what staff can do for them. This will cover how to let legislators know what staff can do for them. Look for more information coming soon on our webinar.

I encourage all of you to become more involved in NCSL and in LRL. If you have any suggestions for a webinar, would like to present at the summit, a future PDS, or a webinar, let me know. I look forward to serving you this upcoming year as your chair, and I welcome any input you have on whatever is on your mind. Happy fall!”
LRL Newsline ♦ Fall 2014

LRL at the 2014 Legislative Summit

LRL members enjoyed great company and excellent programs at the 2014 NCSL Legislative Summit in Minneapolis. There’s no better way to experience it than by reading the fabulous blog by the Minnesota librarians.

Live-Blogging the NCSL Summit!

By Elizabeth Lincoln, Minnesota

The Legislative Summit in Minneapolis this past summer was informative and fun for everyone who attended. Minnesota Legislative Reference Library staff had a great time meeting the librarians who gathered here—many meeting in person for the first time.

We wrote a blog during the Legislative Summit and added a few more entries after the whirlwind event was over. Please take a little time to read about some of the interesting things your colleagues did while we were together.


Continued on next page

Managing Your Online Image

By Eddie Weeks, Tennessee

In a session sponsored by the Leadership Staff Section and Young and New Professionals network, professionals from Goff Public Relations and Affairs offered advice to legislators and staff as to how to control and focus an online message. Many social media platforms contribute to an image; you need consistency and accuracy across all these platforms.

Be aware that you are under constant scrutiny; gossip news trumps all other news. Once something is online, it is permanent. • View Presentation

These are the top 10 tips for social media:
1. Develop your online goals.
2. Conduct a comprehensive audit of yourself.
3. Compare your goals to your actual presence.
4. Mitigate and rebuild your online image to reflect your goals.
5. Think before you act (“Tequila and Twitter do not mix”).
6. Get active on social media. If you’re not, your opponent will be.
7. Manage your time wisely; get a return on your investment.
8. Assume you’re being recorded in public; there is no assumption of privacy.
9. Keep your audience in mind at all times.
10. Remember that communication is an opportunity for you to get out your message. Use that opportunity.

Following are summaries of LRL programs.

Legislators Roundtable: What We Need and Value From Staff

By Eddie Weeks, Tennessee

LRL and RACSS held a joint session on what legislators need and value from their staff. Panelists Rep. Barbara Ballard (KS), Rep. John Mizuno (HI), Sen. Curtis Bramble (UT), and Sen. Bryan King (AR) were asked a series of questions by moderator Sabrina Lewellen of the Arkansas Senate.

In response to the question “What do you value most from staff?” the responses were mostly along the lines of honesty and integrity, along with professionalism, promptness, and accuracy. Also mentioned were trust, loyalty, and protection; these topics led to discussion of personal staff and nonpartisan staff.

As for the question “What do you need less of from staff?” the responses ranged from a need for less bureaucracy (“don’t quote rules to us”) to advice, such as “don’t gossip” and “don’t get caught in the middle” and “don’t burn yourself out.”

The final topic of discussion was “What do you need more of from staff?” The main response was open discussions and one-on-one meetings. Offer them options and let them decide their course of action.

Read the Minnesota Librarians Summit Blog
Building a Brand for Legislative Staff

By Catherine Wusterhausen, Texas

In a session cosponsored by LRL and RACSS, panelists Steve Miller, Wisconsin Legislative Reference Bureau; Catherine Wusterhausen, Legislative Reference Library of Texas; and Bryant Howe, Utah Office of Legislative Research and General Counsel, discussed ways their agencies have built brands that identify and explain their services and value to the legislative community.

Steve Miller started off by exploring the power of logos, demonstrating how a well-chosen image can spark an immediate reaction from viewers. He stressed the importance of using design elements to create a consistent look that will immediately connect with customers.

Catherine Wusterhausen focused on the process of consciously shaping a brand, highlighting the need to think carefully about the story you want to tell, and make sure all interactions with customers reflect the chosen narrative. She highlighted the use of online resources, including social media, as part of brand development.

Bryant Howe discussed techniques for gathering feedback, focusing on how the Utah Office of Legislative Research and General Counsel uses annual 360 degree interviews, bi-annual interviews with interim committee chairs, and a legislative survey to comprehensively assess the work of the agency. This detailed system for gathering feedback from the legislative community provides an opportunity to identify areas that are of particular value, as well as pinpoint areas that need to be strengthened.

Taken together, the panelists provided a valuable exploration of the process of brand development, covering identifying a brand, developing logos and other visual elements to reinforce it, and planning for constant assessment and improvement.

Major Scanning and Digitization Projects at the University of Minnesota

By Jennifer Bernier, Connecticut

John T. Butler, Associate University Librarian for Data and Technology at the University of Minnesota, presented a seminar on the university’s involvement with two major scanning and digitization projects.

The first project involved the libraries of the Committee on Institutional Cooperation (CIC), a consortium of the Big Ten member universities plus the University of Chicago. It provided Google with access to the libraries’ collections for digitization of items. Volumes from the member libraries’ collections were removed and shipped off-site to a location where each page was scanned. Items were selected based upon “collections of distinction.” For example, the University of Minnesota contributions included both local and Scandinavian works. The scanned items included those both inside and outside of copyright protections. The contribution from CIC libraries resulted in digitizing about 10 million volumes, but some items were rejected by Google based on their odd size or because they contained inserts.

The second project is the HathiTrust Digital Library. HathiTrust is an international community of 90 research libraries committed to the long-term preservation and availability of the cultural record. The files containing digitized versions of the items scanned from the CIC project that lie outside copyright protections were returned to the member libraries and were loaded onto HathiTrust’s site. Other HathiTrust members have added digitized records, which are online and publicly available.

Throughout his talk, Mr. Butler discussed some of the considerations that had to be resolved such as the (1) scanning project contract, (2) procedures for reviewing the digital files and comparing the images with the hard copies, and (3) standards used in the scanning project. Other interesting points included (1) how CIC and the HathiTrust fostered library cooperation and try to ensure long term access to both the digital and print versions and (2) the procedures for identifying items for which the status under copyright law was not initially known or is now outside copyright protections.

- PowerPoint presentation
- CIC home page
- HathiTrust home page
LRL 2014 Professional Development Seminar

Twenty-one legislative and executive branch librarians attended the 2014 LRL Professional Development Seminar in Baton Rouge in early October. Below are summaries of the sessions.

Pre-Conference – Making Magic with InMagic: DB/Textworks Basics and Moving Forward with the Presto Web Application

By Russell Miles, North Carolina

Frances Thomas, the House librarian for the Louisiana Legislature, presented an informative workshop on the capabilities of DB/Textworks by InMagic. DB/Textworks for Libraries, the module used by Louisiana, is a database software program that can be used for cataloging, indexing, and many other library applications. Frances has upgraded to a more robust edition of the InMagic software, which is called Presto.

One of the main attributes that makes this software appealing is that there is not a large learning curve involved and the different elements are easily navigated and changed once created. Also the database administrator has many options to control what users can have access to, both on the data entry level and the public user level. It was interesting to see how Frances was able to use the software to create a historical legislator database, which includes biographical information and even pictures.

Another great feature of the Presto software is the ability it gives to create a whole website without the need to know a web authoring language. Web pages can be created either by using modules already within Presto or by using other web authoring software, such as Microsoft Frontpage or Adobe Dreamweaver, and then imported into Presto.

Frances has used Presto to do something unique. She has configured the website so that users are able to view screens based on the user’s login. The general public has access to all public information, such as bills and session laws. Louisiana legislative members and staff have access to the public information and to in-house data, such as research inquiries conducted by legislative analysts.

Even though we use InMagic’s DB/Textworks and WebPublisher at our Legislative Library in North Carolina, Frances’ presentations exposed me to all the potential uses for DB/Textworks and Presto. For libraries considering a database implementation or migration, InMagic’s Presto database software should definitely be taken into consideration.

The Old State Capitol and New Capitol of Louisiana

By Shelley Day, Utah

As I drove by the Gothic style building standing high and mighty to the east of the Mississippi River—its stained glass windows glittering in the afternoon sun—my breath was swept away. It was none other than Louisiana’s Old State Capitol.

Stepping inside revealed its rich history. Nervous laughter and wondrous sighs escaped our mouths during the haunting and magical “The Ghost of the Castle,” a one-of-a-kind immersive theatrical presentation filled with special effects surrounding us in the dark. We came face-to-face with the enchanting ghost of Sarah Morgan, an authentic Civil War-era figure who loved the castle and was passionate in telling us about the castle’s history, its preservation and purpose.

A “must experience” when in Baton Rouge, Louisiana’s Old State Capitol is committed to strengthening leadership, service and citizenship. It is a museum of political history with exhibits and programs that highlight significant events and individuals in Louisiana and American history, including the Governors’ Portrait Gallery, Museum Shop, and an interactive “two differing perspectives of this controversial man” walk-through exhibit, “A Legacy to Huey P. Long.”

The New Capitol, in stark contrast to the Old State Capitol, was a daring Art Deco project in the middle of the Great Depression, begun by none other than Governor, then U.S. Senator Huey Long. With 34 floors, Long accomplished his goal of building the tallest state capitol in the U.S. And like eight other state capitols, it has no dome. It stands some 450 feet tall as a monument to Long’s vision of himself and to his Louisiana. He was assassinated three years after its completion and a month after he hinted at his candidacy for president. Long is buried in the center of the Capitol’s formal gardens, his statue and tombstone facing the Capitol.

The New Capitol is surrounded by 27 acres of lush landscaped greenery. The views are breathtaking: the Mississippi River and formal gardens to the south and west (you can rightly covet the office that Frances claims), and to the north and east, the lovely Capitol Lake and Baton Rouge’s oldest neighborhood, Historic Spanish Town. In fact, the entire Poynter Legislative Library and staff can be coveted!
PDS, continued

When the Levee Breaks: Preparing for and Responding to Catastrophic Disasters (and Little Bitty Ones, Too)

By Catherine Wusterhausen, Texas

Staff from the Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) provided a behind-the-scenes look at the state's emergency operations center, where state officials monitor emergency situations and coordinate state and local responses to emergencies, serving as "the 9-1-1 for 9-1-1."

Louisiana aims to handle threats at the lowest level possible, with emergency response beginning at the parish (county) level. Each parish has an emergency operations center and plans to coordinate with other parishes and with private entities to respond to emergencies. Parishes also have access to a secure, web-based system that can be used to reach out to other parishes for resources. Larger emergencies are handled by the state emergency operations center, which can draw on resources from around the state, and also request aide from other states and the federal government.

Louisiana is well prepared for storms and other emergencies, with supplies stored at depots strategically placed around the state. State-of-the-art mapping software allows GOHSEP staff to easily identify all nursing homes, schools, and other vulnerable facilities anywhere in the state. Plans are in place to move supplies and equipment to staging areas before a disaster, so that convoys can roll out as soon as roads are open.

At full activation, the EOC hums with activity as representatives from each critical state agency analyze the situation and manage a coordinated response to any emergency.

Vive La Difference! Introduction to Louisiana Civil Law

By Madelaine Gordon, Ohio

Our presenter was John Randall Trahan, Louis B. Porterie Professor of Law and Saul Litvinoff Distinguished Professor of Law with the Paul M. Herbert Law Center at Louisiana State University. Professor Trahan is an expert and engaging speaker on the origins of French civil law and how it came to be the basis of Louisiana’s statutes.

Ius Civile or civil law in Louisiana, originates with the Romans who in 750 BC wrote the Twelve Tables which was used to govern the relationships between city residents or private individuals as we are known today. This body of law is different than constitutional law which regulates the public relationship between government and the citizenry. This body of civil law was augmented by judges known as Praetors who created additional laws as they resolved civil disputes. As the Romans were conquered, there were Germanic, French and Italian influences to subsequent versions of civil codes.

The area known as Louisiana was first governed by France (1699-1762) and the La Coutume de Paris which was a code from the French king. In 1763 (and remained until 1800) the territory was sold to Spain and the code was replaced by Las Siete Partidas and then Recopilacion de Leyes de los Reinos de Indias which brought in influences from Roman law. When Spain sold the Orleans Territory back to France, Spanish law continued to govern.

Napoleon sold the territory to the United States in 1803. The U.S. was critical of the Orleans Territory’s use of a civil code as a source of law. They saw the civil code as backwards because it recognized the monarchy. A legislature was formed and in the early 1800’s common law was developed a period of time passed and a problem with Louisiana law became evident. Even though there was the new common law, the earlier laws of Spain and France had not been repealed, and as a result Louisiana was being governed by three sets of laws. In 1825, the three law sources were woven together into the Civil Code of 1825. This civil code was in effect until 1870 when it was revised and amended.

In the United States, immigration was on the rise. In response there was an increase in common law and the civil code fell into disuse in favor of the new common law. Courts relied on common law when making their rulings. This trend continued until Law Professor Gordon Ireland wrote a law review article (1940) critical of the movement away from the use of the civil code to regulate relations between people’s things and each other. The article motivated civil code advocates and a movement began to re-establish the civil code as the source of law regarding individuals. Journals were created and treatises written on the subject of the civil code and its application. Law schools began teaching the civil code and the Louisiana State Institute (LSLI) was created. The LSLI advocated for the civil code and began translating the civil code from French to English.

In the 1990s, Louisiana began a project to revise the entire civil code to create a more uniform document governing persons, things and how persons get things. This project is still underway by committees and the LSLI, although it is nearing completion. In addition to looking at its own civil code history, Louisiana has consulted the civil codes of other nations as part of its efforts to develop a comprehensive civil code. Most frequently examined and incorporated are the civil codes of Italy, Greece, Germany and Ethiopia. This upswing in civil code use continues.

Professor Trahan posited that the movement to the use of civil codes will continue in the United States as a response to other nations becoming more integrated with one another both economically and legally. This integration will lead to a need for a uniform defined system to govern relations between people and their things.
Time for a New Constitution! Louisiana’s Constitutional Convention of 1973

By Sabah Eltareb, California

Our presenter was Jerry Jones, Chief Legislative Counsel for the Louisiana Senate. Mr. Jones is co-author of *Louisiana Legislative Law and Procedure* and provided a fascinating history of Louisiana’s constitutions.

A couple of quick questions: Which state holds the record for the highest number of state constitutions? What is that number of state constitutions? And, when was the last state constitutional convention held? Bonus points if you correctly name the state holding this distinction. Answers are at the end of this program session summary.

Mr. Jones provided an incredibly fast-paced overview of Louisiana’s Constitutional Convention held in 1973. In less than 45 minutes, we were able to hear an extremely condensed 200+ year legislative history of the state that included 11 different constitutions, with its last Constitutional Convention held in 1973. Constitutions are the supreme law of the state and it is important to know: 1.) how did the actual language come about, what was the process and who was involved; and, 2.) how should that history apply to and answer questions affecting everyday life? Unlike many other states, Louisiana does not have a ballot initiative process. Joint Resolutions, adopted by two-thirds of state legislative members, go to voters for approval, bypassing any action by the governor. From 1812 to 1878, Louisiana had eight different constitutions; from 1913 to 1974, it has had three.

From 1921 to 1972, 802 constitutional amendments were proposed by the state legislature; 536 were ratified by voters.

The 1973 Constitutional Convention was one of the state’s most diverse in its history – 105 delegates representing a broad segment of the population met from Jan. 5, 1973 through Jan. 19, 1974. However:

Details about the process and issues were not well known by the general public;

- Of the public who voted: 58 percent voted for it while 42 percent voted against its ratification; 63 percent of eligible voters did not vote;
- From 1978 to 2012, state legislators proposed 248 constitutional amendments; 175 have been approved by voters.

A couple of takeaways: 1.) Throughout its history, Louisiana state legislators have found the best way to ensure the permanency of governance has been to “put it in the constitution,” as this is the hardest vault by which provisions can be amended or revised; and, 2.) Representative democracy is at risk due to the existing processes in place with constant changes proposed and voter apathy at the polls, with an increasingly smaller number of eligible voters having a larger effect on issues affecting everyday life. Having a robust, engaged citizenry is crucial to ensure the laws and governance are equitable for all, not just representing the interests of those few (and fewer) voting.

Answers: Louisiana; 11; 1973. Easy, huh? Extra bonus points if you were able to glean the answers from the highlights above and didn’t tap into Google or some other resource on the Internet.

Design a Database to Revise these Laws: The Louisiana Population Database

By Jennifer Bernier, Connecticut

Like many states, Louisiana has laws which identify areas based on population. Hurricanes Katrina and Rita forced a large number of citizens out of their homes in some parishes (counties) while other areas of the state experienced a population increase. This population shift necessitated an examination of Louisiana laws to identify those which would need to be amended in order to maintain their original geographic application.

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Both the House and Senate libraries received similar information requests, but the information requested of the House library necessitated a larger, more complex database. Frances Thomas of the House's Poynter Legislative Research Library presented the methodology used to create their database, including the role of staff, fields needed, and reports that were expected to be generated. She also discussed changes that needed to be made mid-project based upon the evolution of the database and how the database will be maintained into the future.
Lights! Camera! Incentives!

By Julia Covington, North Carolina

Lights, Cameras, Incentives! aka “No one does Vampires better than the State of Louisiana!” Chris Stelly, Executive Director of the Louisiana Office of Entertainment Industry, Louisiana Economic Development, presented an interesting overview of the Louisiana’s entertainment industry and the case he makes to the Legislature to persuade them to fund tax incentives that support the industry.

Louisiana’s entertainment industry began with the film program in 2002 and then expanded to create new industries such as Digital Media, which includes software and video game development, television, live performance and music/sound recording. Below are examples of Louisiana’s entertainment projects, companies and artists.

**Film Projects**
- Green Lantern
- The Curious Case of Benjamin Button
- 12 Years a Slave
- Twilight (Lots of Vampires!)

**Televisions Shows**
- American Horror Story
- Salem

**Digital Media**
- GameLoft
- Electronic Arts
- Moonbot Studios
- Twin Engine Labs

**Live Performance Artists**
- George Strait
- Cirque du Solei
- The New Orleans Opera
- Pearl Jam

**Sound/Music Recording Artists**
- Dave Matthews Band
- REM

Mr. Stelly stressed that when considering any industry tax incentives, it’s important to look at the economic impact vs. the fiscal impact. The benefits the entertainment industry brings to Louisiana are huge: overall, 15,000 jobs supported and $771 million in household earnings for Louisiana residents. Each $1 tax credit leads to $5 added to the state’s economy. Louisiana offers entertainment industry companies a favorable business climate. It is “cheaper” to operate in Louisiana and there’s already the infrastructure and a skilled workforce in place.

When asked about pushback on the tax incentives in the Legislature, Mr. Stelly acknowledged that over the years there had been some, but he’s had success by highlighting the positives. This approach has worked for him so far.

Mr. Stelly was asked whether the artistic quality of some of the shows and projects has ever been questioned. He explained that some of the reality shows contain “interesting subject matter,” but, of course, art is very subjective. Generally, the state doesn’t get involved in the artistic content.

The session wrapped up with a final question: was there any entertainment industry tie in to arts programs at local elementary and secondary schools? Mr. Stelly’s reply was that it was a great idea, but no, there’s no school connection at this time. However, Louisiana State University may soon add a film degree program. If possible, Mr. Stelly would like to keep the best and brightest in Louisiana.

Tour of the Louisiana Supreme Court and the Law Library of Louisiana

by Joan Dalton, Arizona

Thursday afternoon began by transporting three vans of LRL PDS participants to the French Quarter for a tour of the Louisiana Supreme Court and the Law Library of Louisiana. Sitting majestically amid the unique character of the French Quarter, the statuesque Supreme Court building boasts a Beaux Arts architectural style that is fitting of New Orleans. This building became the permanent home of the Louisiana Supreme Court in 1910.

After marked deterioration, the building was condemned in 1935 and the Court moved to more suitable buildings in New Orleans. A massive renovation effort in the late 20th Century brought the French Quarter building back to life and Louisiana’s highest Court returned to its original 1910 home in 2004.
The group was greeted by Robert Gunn of the Supreme Court’s Community Relations Department and the first stop was at the Supreme Court Museum. The Museum features special exhibits on the presence of women throughout Louisiana’s judicial history, original documents from the United States *Plessy v. Ferguson* decision (which was later overturned by *Brown v. Board of Education*), and portraits of the chief justices who sat on the Court throughout the 200 plus years of the Louisiana Supreme Court’s history.

LRL was privileged to hear Max N. Tobias, Fourth Circuit Louisiana Court of Appeals Judge, speak of his participation as a 1973 Louisiana Constitutional Convention delegate. John Tarlton Oliver, Clerk of the Louisiana Supreme Court, spoke to the group on the Court’s structure and history. Louisiana Supreme Court Chief Justice Bernette Johnson warmly welcomed the group and had LRL PDS participants take a group picture with her behind the Supreme Court bar. Finally, Supreme Court Law Library Director Georgia Chadwick, who coordinated the tour, led the group on a tour of the Law Library of Louisiana’s unique rare book collection.

**Indexing Legislation**

*By Pat Reichert, Wisconsin*

Frances Thomas discussed the process of putting together three print indices of Louisiana legislation: subject index to legislation, résumé index (all legislation that passed, including vetoed bills), and subject index to acts. The program used to build the indices was developed for the David R. Poynter Legislative Research Library staff by a private IT company contracted by the legislature. The indexing program is linked to the larger program used for electronically processing and posting all legislation on the legislature’s website.

As director, Frances receives all the introduced bills and distributes them to her staff, who have assigned subject areas, to do the indexing. Students process the paper copies of legislative instruments and amendments for indexing by librarians. There is a master frame of broad subject headings with more specific subdivisions under which a text line is written about each piece of legislation. The text line is a fixed length so abbreviations and a style guide were developed. Cross and see also references are also part of the master subject list, but they are applied by the computer program near the end of each session. Amendments are noted for every bill and the director reviews each one to see if it will change the indexing. If it does, it is forwarded to the appropriate librarian.

There can be over 2,000 pieces of legislation per session, less in a restricted session, but they do not index the budget in detail. A new bill index to bills and resolutions is posted each morning at [http://legis.la.gov/Legis/SessionInfo/SessionInfo_14RS.aspx](http://legis.la.gov/Legis/SessionInfo/SessionInfo_14RS.aspx).

There are a series of checks built into the system during the session and even more review at the end of session. Each librarian reviews her own work for accuracy and the cross and see also references to ensure they apply to that year’s legislation. The director edits the three indices to remove unused references or add references from terminology used in news articles.

I was particularly interested in this session because I am the only indexer of legislation at the Wisconsin Legislative Reference Bureau and I was eager to see another legislative index. The index editor that I use was developed in-house and is more integrated in the bill drafting system than Poynter Library’s system. The index starts with a more specific subject with “see” and “see also” references to point a user to additional subjects and most abbreviations are cross references. I don’t have a style manual but I need to create one and Frances has generously offered to send me a copy after it is updated. I’m not going to completely change how I do my index but this seminar did get me thinking about little changes I can make to the final index to help users.
Millennials, Gen X, Boomers and Whatnot: Bridging Workplace Generational Divides

By Christine McCluskey, Connecticut

When you have two, three, or even four generations in one workplace, it can be difficult to understand everyone’s expectations, values, and habits. Why did A work through lunch to finish that project when it’s not due till next week? Why doesn’t B want to move forward until we have another meeting? Why didn’t C ask for help with that? And why is D tweeting me her work ideas on the weekend?

The answers to such questions can sometimes lie in generational differences.

Louisiana Senate Librarian Elizabeth Hecker of the Huey P. Long Memorial Law Library shared her research into how people of each generation approach their work. She explained that by acknowledging the differences and understanding where they come from, we can communicate more effectively with one another.

There are four generations in the American workforce today, and Elizabeth began by sketching the general experiences and attributes of each.

Traditionalists, also known as the “silent generation,” were born before 1946. According to 2013 Census projections, there are 35.2 million Americans in this generation—about 11 percent of the population. They grew up with the radio as the primary mass medium, and the defining events of their youth were the Great Depression and World War II. They also enjoyed the prosperity that followed the war. Mick Jagger, Martha Stewart, Tina Turner, and the Dalai Lama are of this generation.

Then there are the 80.3 million baby boomers, born between 1946 and 1964; they make up about a quarter of the population. They’ve been called hippies, radicals, yuppies, and the “me generation.” The civil rights movement, sexual revolution, and Cold War were among the events that shaped their lives. Famous baby boomers include Oprah, Bill Gates, Angela Merkel, and Stevie Wonder.

Then there are the 80.3 million baby boomers, born between 1946 and 1964; they make up about a quarter of the population. They grew up with the radio as the primary mass medium, and the defining events of their youth were the Great Depression and World War II. They also enjoyed the prosperity that followed the war. Mick Jagger, Martha Stewart, Tina Turner, and the Dalai Lama are of this generation.

Finally, the youngest generation in the workplace today, the Millennials. Also known as Generation Y or the “echo boomers,” they tend to be socially and environmentally conscious people who are attached to digital media 24/7. They had highly scheduled childhoods and grew up with the threats of AIDS and terrorism. Mark Zuckerberg, Lady Gaga, Prince William, and the Olsen twins are members of this entrepreneurial generation. There are 86 million of them, and by 2020 they will make up half of the workforce.

So – do all these generational differences really matter in the workplace?

Elizabeth said it’s important to beware of stereotypes and remember that everyone is a unique individual, but there are real differences among the generations when it comes to how we work and communicate. If we keep these differences in mind, it can be easier to perceive our co-workers’ special skills and strengths.

For example, traditionalists tend to expect hierarchical management structures. They are not likely to interrupt a speaker with a question or comment, they place high value on loyalty to the organization, and as managers they may decide what to do without gathering everyone else’s opinion. Given a task with no specified deadline, they’re likely to get it done immediately.

Baby boomers are consensus builders, team players, and sometimes “workaholics.” They value interactive management and questioning authority. Generation Xers, meanwhile, can be skeptical, independent, and mobile, though they also like structure.

Millennials value work-life balance highly, but that doesn’t necessarily mean keeping work to certain places and times. They are tolerant, tenacious, and like to participate.

The bottom line is that it takes all kinds, Elizabeth said. Instead of comparing generations against each other, we should look for everybody’s strengths and remember respect, civility, communication, and patience.

Her parting advice was simple: “Be nice, and keep an open mind.”

Elizabeth shared some good sources of information on generations in the workplace:
- Business journals
- The Pew Research Center
- The University of Iowa School of Social Work, San Diego State University, and Fairleigh Dickinson University
- The book The 2020 Workplace by Jeanne C. Meister and Karie Willyerd

See more PDS photos on page 10!
More Scenes From the PDS

Notes From A PDS First Timer

A “Newbie’s” Perspective of the LRL Professional Development Seminar

By Annette Haldeman, Maryland

I recently had the pleasure of attending my first LRL Professional Development Seminar in Baton Rouge, La. Before my arrival, I was excited to meet other librarians who did similar work to what I do on a day-to-day basis. This, I thought, was quite a unique and exciting prospect compared to what I’ve encountered during other continuing education and professional development opportunities.

My expectations of the PDS were more than fulfilled. In addition to all of the excellent and informative programming, I had a great time networking with other legislative librarians. We all got to share stories of how our libraries go about our daily business. We found many similarities, but at the same time, many differences. It was very interesting to talk about library policies, library staffing, which agency our particular unit falls under in our state, and so forth. Through some of the programming, we also got an “insider’s look” at some of the tools, databases, and projects undertaken by the Louisiana House and Senate librarians, which can certainly serve as a model for efforts in our own home states.

Our hosts in Louisiana put together a stellar set of programs that introduced us to some of the eccentricities of Louisiana law in comparison to other states, including an introduction to civil law as well as the Louisiana Constitution, a document that has evolved and devolved over the course of time. It was fascinating to learn about the French, Spanish, and other influences that affected the law and the Constitution in the state.

In addition, we also got to tour a number of interesting places, including the Governor’s Office of Emergency Preparedness, which reminded me of an elite command center that one might find in the movies. Tours of the Old State Capitol, the Louisiana House and Senate Libraries, and the Supreme Court Library in New Orleans, were also among the highlights.

Throughout all of these experiences, we were able to engage and ask questions of the presenters and chat with each other along the way to and from our various destinations, which also included some authentic Louisiana dining experiences in both Baton Rouge and New Orleans.

My experience at the LRL PDS in Baton Rouge was fun, engaging, and informative. A mix of great programming and great people made it a memorable experience worth repeating in the future!
State News

The questions for the Fall 2014 edition of State News were:
1. What are three things you would like to know about other legislative libraries?
2. Were you born in the state where you currently work?

Atlantic Northern Region - Christine McCluskey, Director

Mary S. Searles, New Hampshire
What are three things you would like to know about other legislative libraries?
1. Funding sources
2. Governance
3. Collection policies regarding electronic resources versus the use of print
Were you born in the state where you currently work? Yes

Michael Chernick, Vermont
Questions for other libraries:
1. General info on service provided to members?
2. If open/provided to the public?
Were you born in the state where you currently work? No

Atlantic Central Region - Annette Haldeman, Director

Legislative Librarians from Maryland have more than three questions:
1. What are three things you would like to know about other legislative libraries?
2. Do other libraries have internship programs for college age or library science students to work on special projects? How long does the internship last and is the intern paid a salary?
3. Do any libraries track reports or studies that are mandated by the legislature to make sure they are in the library collection?
4. Do any legislative librarians have jobs that entail more than the practice of librarianship, i.e., do any librarians work in a committee during session, or draft legislation?
5. Is your library responsible for any of the information posted to your Legislative website, i.e. biographies of members of the legislature?
6. What is the basic structure of and duties within the library and legislative services?
7. What ILS system do other libraries use?
8. What is the size of your library (volumes, subscriptions, databases)?
9. Were you born in the state where you currently work?
About 30% of our legislative librarian staff was born in Maryland. The rest of us are from states near, far, and in between.

Christine McCluskey, Connecticut
I’d like to ask other libraries:
1. What ILS system do you use? What do you like/not like about it?
2. How much time do you spend maintaining your website?
3. What’s a special project (recently completed, in progress, or in the future) that you’re excited about?
I was born and raised in New Jersey.

I was not born in New York; I'm from Illinois.

Kate Balassie, New York
My questions:
1. I would be curious to know what other ILS platforms others use, and also to what extent they are connected to "the Cloud."
2. How other libraries fit into the legislative structure would also be interesting to know.
3. I would also like to know how other legislative librarians view their own place within that larger structure; e.g., do they feel they are as valued as other legislative staff? Are their governing authorities responsive to their needs and concerns?
I was not born in New York; I'm from Illinois.

Atlantic Central Region - Annette Haldeman, Director

We’d like to know:
1. How are other legislative libraries structured?—the number of professional and non-professional staff, what division the library comes under, whether the library employs temp workers during session.
2. Are summaries of enacted legislation available on the internet? And how much of non-standard information is available on the internet?—publications, studies, indexes.
3. Do other legislative libraries keep usage statistics and, if so, how are they used?
Were you born in the state where you currently work?
Cathy Martin - yes
Jane Basnight - yes
Brian Peck - no
Russell Miles - yes
Julia Covington - yes

Cathy, Jane, Julia, Russell and Brian, North Carolina

As to your second question, I was born in the state in which I work.

Carrie Rose, Connecticut
The three questions that I would like to know about other legislative libraries are:
1. How many employees do you have?
2. What are the core functions or most common duties in your library (i.e. reference, indexing etc.)?
3. What are your largest challenges?
Yes, I was born in the state where I currently work.
Kim Adams and Elizabeth Taylor, South Carolina
Our questions:
1. One area that we are interested in learning about other libraries is regarding how much material they have that is available online. We are constantly trying to streamline our processes and we would be interested in learning what other libraries have available.
2. Also we are interested in the size of libraries that other states maintain. We have a relatively small library in size and in employees but we do have a good amount of reference material in our library.
Kim - I do not work in the state that I was born, however I didn’t travel very far. I was born in North Carolina but work in South Carolina.
Elizabeth was born and works in South Carolina

Evelyn Andrews, Pennsylvania
My three things I would like to know about other legislative libraries are:
1. Who do you serve? One body (Senate, House, etc.); all of the legislature; whole state, including the public…other?
2. How many on your staff and the break-down of professionals, clerical, etc.
3. Do you have anything in the collection that is unique and/or your favorite?
I do work in the state I was born in – Pennsylvania.

Gulf Coast Region - Elisa Naquin, Director
Helen Hanby, Alabama
Two questions:
1. Are other libraries having budget issues?
2. How have they dealt or are dealing with those issues?
Yes, I was born in Alabama.

Frances Thomas, Marilyn Kitchell, Robyn Cockerham, Robin Botright, and Elisa Naquin
Our questions (we've included one extra) 1. What are each library's primary, secondary, etc. user groups/clients according to mission & in real life? (For example, statutory mandate to serve primarily the public, but in real life they end up doing more work for members of the legislature).
2. What is your library's structure/position within legislative services?
3. Questions regarding each library's catalog: What ILS system do you use? Who has access to the catalog? Is your collection part of a larger catalog—a state library catalog, for example? What controlled vocabulary do you use for subject access? Have you implemented RDA, or do you plan to?
4. Does your library index legislation? Does it become a part of a print publication? Does the index entry link to an electronic version of the legislative instrument?
All but one librarian were born in Louisiana.

Diane Clincy, Mississippi
Our questions:
1. How many employees does each legislative library have?
2. What type of database do they use to catalog library materials?
3. How many publications does each library maintain?
My office has two staff members who maintain this library. One was born in Mississippi and the other was not.

Juan Carlos Ortega, Puerto Rico
My questions:
1. A quick link to the online catalog, so we can know whether they have a specific resource at anytime.
2. Hours of staffed service, so we can know until what time we can find a live person for all time zones.
3. Whether they serve the public, so we can know whether to refer third parties of the general public to those libraries for reference help.
I do live in the same place where I was born.

Eddie Weeks, Tennessee
Three questions:
1. Number of employees (professional, nonprofessional, and administrative)?
2. Cataloging/collection database type?
3. Estimated square footage of library space (including office areas)?
Born here? Nope.

Great Lakes Region - Anne Rottmann, Director
Anne Rottmann, Missouri
We’d like to know:
1. How do you publicize your library to your constituency?
2. What is your library’s most unique feature, either structurally or a service you provide? (or both)
3. If you had to pick only one electronic service, which one would it be and why?
Yes, both of us were born in Missouri.

Debbie Tavenner, Ohio
Our questions about other legislative libraries:
1. Any new specialized information projects in process or contemplated?
2. What libraries do their own digital archiving and if so, do they use tif format?
3. Which libraries still keep the print version of U.S. Code Congressional and Administrative News? (It is not part of our Westlaw subscription.) Do users use it?
Lisa and Debbie were born in Ohio; Kelly was born in Pennsylvania
State News, continued

Pat Reichert, Wisconsin
I collected more than three questions so I tried to consolidate where it made sense.
1. Do you have a historical newspaper clippings archive (not limited retention)?
2. Composition of staff: How many are librarians? Do these librarians provide reference/research services?
3. Related: Are you open to the public?
4. What are the three most popular, non-state specific, serials in your collection?
5. Are you involved with or have you or your organization already digitized your agency’s document archive (publications produced in your agency, like laws and statutes)?
6. What is the most popular service you provide to your legislative audience?
There are six people counted as library staff (including the manager), and all of us were born in Wisconsin.

Central Northern Region - Jonetta Douglas, Director
Jonetta Douglas, Iowa
Three things I would like to know about other legislative libraries.
1. How many staff does your library have?
2. Is your library part of a non-partisan legislative component or does it stand alone?
3. Does your library serve the general public or are those questions funneled back to the state or local library?
Were you born in the state where you currently work? No, I was not born in Iowa. I was born in Washington D.C., but I’ve lived in Iowa most of my life.

Sonia Gavin, Montana
Questions about other libraries:
1. How many employees work in your library?
2. What kind of information request/research request tracking system do you have, if any?
3. Where is your library in the overall structure of your organization? i.e., are you part of legislative services, research, IT, etc.?
Yes, I was born in Montana.

Mary Rasmussen, Nebraska
I would like to know:
1. How other libraries market their services to legislators and staff?
2. How they locate current public policy material to catalog for their collections now that very few publishers actually publish hard copies?
3. Was the reference collection list ever updated?
And, yes, I was born in Nebraska.

Wendy Madsen, Wyoming
Questions for other libraries:
1. Does your legislative library have responsibilities for internal document management for the branch or just for official publications?
2. If your Legislature has an electronic document management system, is the legislative library responsible for the management of the system?
3. Are any of your staff certified records managers?
No. I was born in South Dakota.

Central Southern Region - Molly Otto, Director
Molly Otto, Colorado
1. What are three things you would like to know about other legislative libraries?
2. How many people do you have on staff—both full and part-time?
3. Do you provide library services to the public; or only to legislators and their staff?
4. What is the library's role, if any, in implementing the Uniform Electronic Legal Material Act from the National Conference of Commissioners on Uniform State Laws?
Were you born in the state where you currently work? No

Tracey Kimball, New Mexico
Here are my three questions to other legislative libraries:
1. In the knowledge or memory of current library staff, has your library had to pack all its materials for a move, remodeling, flood or other reason?
2. When and why?
3. Did library staff or professional movers pack and/or unpack?
And no, I was not born in the state where I currently work.

Christine Chen, Oklahoma
My questions:
1. ILS system?
2. Structure within legislative service?
3. Location of the library?
I was born in Taiwan.

Mary Rasmussen, Nebraska
I would like to know:
1. How other libraries market their services to legislators and staff?
2. How they locate current public policy material to catalog for their collections now that very few publishers actually publish hard copies?
3. Was the reference collection list ever updated?
And, yes, I was born in Nebraska.

Shelley Day, Utah
What are three things you would like to know about other legislative libraries?
1. How often is your library staff called upon by committees, staff, or legislators to research issues (qualitative, quantitative, analytical, descriptive) create power-point presentations, and give presentations or prepare tutorials on "How to..." (daily, weekly, monthly, during session only, or rarely)?
2. Do legislators and legislative staff in your state utilize library staff and library resources on a daily basis? If so, what types of resources are most commonly used? And who uses you most, legislators, staff, or the public (media, law firms, businesses, lobbyists, special interest groups)?
3. What is the ratio of library staff to the rest of your state's legislative staff? And the ratio of library staff to legislative members currently serving?
Yes, I was born and raised in Utah, where I also work.
**State News, continued**

**West Coast Region - Danielle Mayabb, Director**

Sabah Eltareb, California  
What are three things you would like to know about other legislative libraries?  
1. How many staff in the library?  
2. What – if any – e-resources do you subscribe to, and are those e-resources for library staff use only or are they available for remote access by your primary clientele?  
3. What are your normal desk hours? Does this vary by whether the legislature is in session?  
Were you born in the state where you currently work? Yes

Jaemin Lee, California  
What are three things you would like to know about other legislative libraries?  
1. What type of work do they do mostly – legal research, investigative work?  
2. Who do they serve? (Legislature only?)  
3. How is their work initiated? Externally (legislature’s request) or internally driven?  
Were you born in the state where you currently work? No

Maeve Roche, California  
What are three things you would like to know about other legislative libraries?  
1. How many people are on your staff?  
2 & 3. Do you have a research unit tied to your organization? If so, do you work collaboratively?  
Were you born in the state where you currently work? No

Kristin Ford, Idaho  
What are three things you would like to know about other legislative libraries?  
I would like to know:  
1. What cataloging system they use?  
2. What classification system they use?  
3. Whether they are responsible for the state documents collection in their state and if not, who is, and whether there is a cooperative agreement between them?  
Were you born in the state where you currently work? No, I was not born in Idaho, I was born in Iowa.....which is kind of funny because a surprising number of people mix the two states up!

Danielle Mayabb, Nevada  
What are three things you would like to know about other legislative libraries?  
I would like to know:  
1. A project you’re working on that you’d like to highlight  
2. Do you build/maintain the library’s website?  
3. Circulating or non-circulating?  
Were you born in the state where you currently work? Yes. I was born in Reno, NV. Tried for a long time to leave, but it never happened.

**Member News**

**Tracey Kimball Retirement**

After 19 plus years I am joining my fellow baby boomers in retirement, starting the first of next year. I've had a grand time in the New Mexico Legislative Council Service library and am especially grateful to my fellow LRLers. Our group excels in collegiality, innovation and inspiration. I was fortunate to learn early in my legislative library years that it paid enormous dividends to participate as much as I could, from the listserv to professional development seminars. And thanks to you all for friendship and fun. Librarians rock! – Tracey Kimball, New Mexico

**Alaska Staff Changes**

Librarian Mary Pagenkopf has retired from the Alaska Legislative Reference Library. Best wishes to Mary on the next chapter of her life. Brooke Daly is now Librarian II and has been joined by new staff member, Jeremiah Fletcher, as Librarian I. Welcome, Jeremiah!

**New Staff in Wisconsin**

Julie Pohlman, Research and Library Manager for the Wisconsin Legislative Reference Bureau, announces that Rachel Holton was recently hired as a librarian for the Bureau. Welcome Rachel!

**New Associate Member**

We welcome Madelaine Gordon to LRL as an associate member. Madelaine is Director of Library Services for the Attorney General Library in the Ohio Attorney General's Office. She is an attorney and holds an MLS degree. We were pleased to meet her at the LRL PDS in Baton Rouge. Welcome Madelaine!

**New and Old Regional Directors**

LRL Chair Sonia Gavin has appointed Christine McCluskey of Connecticut as regional director for the Atlantic Northern Region, Annette Haldeman of Maryland as regional director of the Atlantic Central Region, and Danielle Mayabb of Nevada as the regional director of the West Coast Region. Thanks to Carrie Rose of Connecticut, Julia Covington of North Carolina and Maeve Roche of California, for their years of service to LRL and excellent work as Regional Directors. Regional Directors collect information for the State News column in each issue of LRL Newsline, help with the annual updates to the online LRL Directory and assist the chair and officers in communicating with members on special projects.
LRL Bylaws Amended

LRL members voted electronically during October on proposed amendments to the LRL Bylaws. The amendments were approved and clarified three key provisions of the bylaws, as well as making various technical changes.

Key provisions that were adopted:

- Full voting membership is open to state, commonwealth and territorial legislative librarians and other staff providing similar state legislative library services; associate non-voting membership is open to all other interested individuals.
- Reference to a “slate” for elections was replaced by “candidate” for secretary, since that is the only officer position presented for election.
- The chair shall automatically succeed to the office of immediate past chair, following the Legislative Summit.

The revised bylaws are available on the LRL home page.

NCSL Publications

All NCSL publications are available for free download for legislators and legislative staff. You will need your NCSL password to download the documents. If you don't have a password, you can create one on NCSL’s website.

LegisBriefs

July 2014

- Shifting Gears: Private Solutions for Senior Transportation | Vol. 22, No. 25
- Electronic Cigarettes and Alternative Nicotine Products | Vol. 22, No. 26
- Navigating the Challenges of IT Procurement | Vol. 22, No. 27
- District Offices in State Legislatures | Vol. 22, No. 28

August 2014

- The Emergence of Bitcoin | Vol. 22, No. 29
- Children and Food Allergies | Vol. 22, No. 30
- Capital Financing After the Great Recession | Vol. 22, No. 31
- Electronic Poll Books | Vol. 22, No. 32

September 2014

- WIC: Supporting the Health and Nutrition of Pregnant Women, Infants and Children | Vol. 22, No. 33
- Energy Development Near Military Operations | Vol. 22, No. 34
- All-Mail Elections | Vol. 22, No. 35
- Preventing Pregnancy Among Older Teens | Vol. 22, No. 36

October 2014

- STEM Learning in Afterschool Programs | Vol. 22, No. 37
- Treating Hepatitis C | Vol. 22, No. 38
- Reducing State Employee Health Insurance Costs | Vol. 22, No. 39
- Improving Voter Turnout | Vol. 22, No. 40

LRL Library Survey Update

By Kristin Ford, Idaho

LRL Library Survey Committee members Kristin Ford, Idaho; Molly Otto, Colo.; Julia Covington, No. Caro.; and Catherine Wusterhausen, Tex.; have been putting their heads together to come up with a relevant and concise survey of LRL libraries.

The goal is to have a database that all members can access on the NCSL site. The database will provide information about which library uses which products, provides which services, and other comparative information on the policies which we in our specialized libraries use!

This database would be updated each year, just as the member directory is. Regional coordinators have asked for input from all of you on what sort of information you would like to see included in this database, and we are eagerly anticipating the responses.

If you haven’t responded to your regional coordinator yet, you can always give your input directly to Kristin Ford, kford@Lso.idaho.gov. Thank You!